Applied Thin Film

Corporation for Manufacturing Excellence (Manex)

Applied Thin Film Achieves ISO 9001 Certification

Client Profile:
Applied Thin-Film Products (ATP) is a leading provider of microwave components and thin-film printed circuit printed boards to the semiconductor industry. The company employs 85 people at its facility in Fremont, California.

Situation:
Striving to better manage its processes and foster teamwork by clarifying roles and responsibilities, ATP engaged the Corporation for Manufacturing Excellence (Manex), a NIST MEP network affiliate, to assist in the implementation of a Quality Management System (QMS) using ISO 9001:2000 as its foundation.

Solution:
Manex engaged ATP's management team to integrate quality into the organization's overall business system with process performance metrics infused in all critical processes in the organization. Using a balanced approach, Manex ensured ATP had the skills necessary to effectively maintain their QMS, enabling the company to provide higher levels of customer satisfaction through consistent products and services. In addition, the resulting documentation has served as a valuable resource for training people in understanding their role and performance expectations. The quality improvement plan included the following key steps: 1) educated management and staff about the ISO 9001:2000 standard; 2) identified and mapped organizational processes; 3) developed the organization's quality objectives; 4) established comprehensive approach to document control and access; and 5) developed training procedures.

Results:
* Achieved ISO 9001:2000 certification.
* Invested $10,400 in workforce development.

Testimonial:
"As a result of working with Manex, we rapidly gained our ISO certification with the implementation of a robust Quality Management System. The System has helped us to better manage our processes and deliver greater consistency to our customers."

Messeret Berhan, Quality Assurance Manager